

Assistance Request SLO

Summary

The Research Computing (RC) team is responsible for the maintenance and upkeep of the HPC cluster clusters. The RC team also provides support, consultations, training, and documentation for cluster users.

Service and Description

The RC team provides support to cluster users for a range of issues. These issues can span from responding to an issue with the cluster that impacts all or a majority of users, such as a power outage, to responding to individuals who need assistance with retrieving their usernames. This SLO does not cover the types of requests that are covered in other SLOs, such as software installation, storage expansion, or need for training.

Security Considerations

RC cannot provide assistance for any request that would be in violation of other Northeastern University or Research Computing policies.

Service Support Hours

The Research Computing (RC) team is available weekdays from 9 a.m.-5 p.m. ET.

Responsibilities

Researcher Responsibilities

- Provide detailed information about what you require assistance with, including screenshots if needed.
- Be prepared to answer additional questions about the incident on the ticket, so the RC team can try to determine a resolution.
- Work with RC team and try solutions as they are provided.

Research Computing Responsibilities

- Research the issue on the ticket, perform testing, and reach out to the customer for further information.
- Keep the user informed of progress on the issue.
- Provide alternatives or workarounds if a fix will take a significant amount of time to develop.